Claim Adjudication Flow

Claims Submission

Claim Submission

Electronic Claims submission

Paper Submissions

Examiner Entry

Mailroom/ Scanning Operations

Creation of 4010 file

Adjudication Sequence

POS Option Rules

Coverage Category Rules

Adjudication Sequence

Benefit Exceptions

BENEFITS

PSA

Vendor Contract Exceptions

Yes

Data Entry Process Into IDX

Eligibility Verified?

Yes

Provider Verified?

Yes

Referral Verified?

No — Return to Provider w/letter if not on file On file, decline via the RA

No — Pend for Provider Update → Provider Added

No — Pend to Utilization Management → Claim is approved or denied

Adjudication Review

Review Adjudication

<F10>

A

Claim Status Rule Bank

Approved or Denied Claims

Claim Status Review

Pended Claim

A

Pend for MCRN Review

Pend Contract Mgmt

Pend for Outside Arrangements
- First Health
- NCN

Pend for Business Review

EOBs

AP Posting

RAs & Checks

Approved or Denied Claims

Post -Adjudication

Bloodhound Rule Bank

Ineligible

Eligible

BH Acct Rule Bank

Night Job Rules

Pended Claims

A

Pend BH Review

Pend for Repricing Arrangements

Pend PSA

Pend MCRN Review

Pend for Quality Review

Pend for Other Business Defined Issues